



Word Anzac Regulator Framework report 2024-25

Regulatory overview

The Minister for Veterans' Affairs administers the *Protection of the word "Anzac" Act 1920* (Cth). On behalf of the minister, the Department of Veterans' Affairs (DVA) administers the Protection of the word "Anzac" Regulations 1921 (Cth) under the Act.

The Anzac Regulations affect a small number of individuals each year. It's free for individuals and entities to apply to DVA for a permit to use the word 'Anzac' so there are no cost-recovery arrangements.

We've reported our regulatory performance under the Word Anzac Regulator Framework (WARF) since 2022.

Results

The WARF includes a set of performance measures that follow the 3 best-practice principles for good regulation adopted in the Australian Government *Resource Management Guide – Regulatory Performance* (RMG 128). The framework helps ensure the Anzac Regulations do not unnecessarily impede the efficient operation of regulated entities; for example, by reducing the burden of regulatory costs on industry.

Measure	Description	Result
Key performance indicator	The Anzac Regulations do not unnecessarily impede the efficient operation of regulated entities, building trust and confidence in Australia's regulatory settings.	We received no complaints from members of the public or regulated entities about the Anzac Regulations.
Measure 1	Taking action to minimise the potential for unintended negative impacts of regulatory activities on regulated entities or affected supplier industries and supply chains, including regularly examining the end-to-end process for regulated entities to see where enhancements can be made.	We notified businesses with domain names containing the word 'Anzac' that permission is required before a renewal can be granted. This ensured no disruption to website traffic or email server access for businesses.

Permits

- 72 applications received and processed (10 less than last period), of which 54 were approved, 1 declined, 3 withdrawn and 14 did not need approval.
- 54 permits issued, of which 10 also had permits to import 'Anzac' goods.

Compliance

- 0 complaints received about the Anzac Regulations or our regulatory process.
- 92 complaints and tip-offs received and investigated about potential breaches of the Regulations.
- 17 compliance actions, but no civil or criminal sanctions required.

Measure	Description	Result
Measure 2	<p>We collect evidence of procedural fairness, being responsive and accessible by providing guidance and information that is clear, up-to-date and accessible, including:</p> <ul style="list-style-type: none"> processing 90% of applications within 4 weeks responding to 100% of correspondence within 7 days engaging procedural fairness processes for 100% of potentially adverse findings. 	<p>Our register of regulatory activities shows:</p> <ul style="list-style-type: none"> 74% of applications processed within 4 weeks of receipt (target not met) 97% of correspondence responded to within 7 days (target not met) 100% of permit applications likely to have negative outcomes underwent procedural fairness processes (target met).
Measure 3	<p>Adopting a whole-of-system perspective and continuously analysing and improving performance, capability and culture, where possible, to reduce the costs of compliance for those it regulates.</p>	<ul style="list-style-type: none"> We continued to provide permits free of charge to regulated individuals and entities. We have been monitoring our system, collecting evidence and collating ideas for a review of the guidelines.
Measure 4	<p>Conducting environmental scanning, sharing intelligence through cross-agency regulatory activity and cross-border regulatory activity.</p>	<ul style="list-style-type: none"> We maintained regular contact with: <ul style="list-style-type: none"> .au Domain Administration (auDA) about all top-level domains (.au) and new domains with the term 'Anzac' Australian Border Force to prevent 'Anzac' good imports without a permit Department of Defence brand managers to share information about misuse of Defence emblems and the word 'Anzac'. We asked auDA to intervene 2 times so the domain names of regulated entities were not de-registered, disrupting their business.
Measure 5	<p>Proactively communicating with peak bodies to seek their help in ensuring regulated entities understand their obligations under legislation.</p>	<p>We posted reminder letters to peak bodies of relevant industries and major sporting codes to draw attention to protecting the word 'Anzac' in February 2025.</p>
Measure 6	<p>Proactively communicating with the community about the Anzac Regulations.</p>	<p>In the lead-up to Anzac Day 2025, we used the DVA Facebook, DVA website and Anzac Portal to raise community awareness about protecting the word 'Anzac'.</p>

Questions?

Contact our regulatory team by email Use.of.the.word.Anzac@dva.gov.au or phone DVA on 1800 838 372 (1800 VETERAN)